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Report summary

- We have continued to hold ‘Bilingualism at work’ sessions for grant holders with the Welsh Language Commissioner’s Hybu Team.
- Outreach funding sessions delivered in Welsh were held to encourage community groups and projects to apply for a grant through the medium of Welsh.
- We have rolled out user testing in Welsh for materials relating to all the new programmes which applicants from Wales could apply for.
- Two of our committee members are fluent in Welsh, and we introduced an interpreting service to our committee meetings.
- We moved to a new office in Cardiff, and the Facilities Team ensured our signs are bilingual.
- 3 of the Fund’s staff have taken the opportunity to attend ‘Work Welsh’ courses, held by Nant Gwrtheyrn.
- Weekly conversational sessions for staff to practise their Welsh are offered.
- Since our last annual report in September 2021, 55 jobs across the UK were advertised bilingually, with 10 of them requiring Welsh language skills.
- Our HR management system, People Hub, is now available in Welsh. This was a serious undertaking involving translating advice, guidance, policy and forms into Welsh, and will be launched by the end of the year.
- 20 of the 46 staff members in the Wales Directorate speak Welsh, with 4 more learning.
- We have not received any complaints this year.

Contact

If you would like to get in touch with us about our Welsh Language Standards or the contents of this annual report, please email
welshlanguage.advice@tnlcommunityfund.org.uk
**Background**

The National Lottery Community Fund is a UK-wide non-departmental public body responsible for the distribution of money raised by The National Lottery. We help communities achieve their ambitions by awarding grants to projects that are led by people in those communities, making them stronger and more vibrant. In the last reporting year, we have distributed £35 million to 789 projects in Wales. We have now been operating under our new name, The National Lottery Community Fund, since 31 January 2019, having formerly operated as the Big Lottery Fund since 2004.

**How we comply with our Welsh Language Standards**

- The National Lottery Community Fund is a truly bilingual organisation and we have implemented Welsh Language Standards since 25 January 2017. Prior to this we implemented a very successful Welsh Language Scheme.

- Implementing the Standards within the organisation has been a very positive experience for us as it has strengthened the bilingual service that we offer our customers and grant holders on a day-to-day basis, as well as enabling us to offer and provide services in Welsh to our Welsh speaking staff members for the first time.

- It has enabled our Welsh Language Team to work more closely with some of our central teams which are based outside of Wales, including Human Resources, Procurement and UK-wide funding programme teams. It has also enabled us to work more closely with external Welsh language organisations to promote our Welsh services to them and support them to make full use of these. The National Lottery Community Fund is implementing Standards under the categories of Service Delivery, Policy Making, Operational and Record Keeping.

- Since the pandemic, our way of working has changed, with staff hybrid working (i.e. a mixture of homeworking and in the offices). In our new office in Cardiff, there is no formal reception. We don’t have a private reception area, as the front desk belongs to Cardiff and Vale College and this means members of the public do not drop in without an appointment.
The main point of contact for the public is through our bilingual advice line or at one of our outreach events. As the way we work changes, we will continue to prioritise a bilingual service to our customers and for our staff.

- We have small A5 versions of the Language Charter that we share at events with projects, applicants and stakeholders.

- Links to all our documents that highlight our bilingual service to our customers in Wales are on the Welsh Language Standards page on our website: https://www.tnlcommunityfund.org.uk/about/customer-service/welsh-language-scheme

**How we have ensured compliance with our Welsh Language Standards under each heading:**

**Service Delivery Standards**

- We have always been proud of the bilingual service that we offer our customers in Wales. Our grant applicants and grant holders can work and communicate with us entirely through the medium of Welsh throughout the life of their grant, if they wish to do so.

- We have made good use of the Working Welsh merchandise to promote the active offer and we ensure that all our Welsh speaking members of staff and Welsh learners have the Working Welsh logo on their lanyards and at the bottom of their e-mail signatures.

- We sent another email to staff reminding them that bilingual resources are available to them. We will continue to send regular reminders as new staff members are recruited and more and more are learning Welsh.

- In 2018, we launched our new UK website, which, in line with Standards 48, 51 and 52, is available fully in both Welsh and English.
and both languages are treated equally. This includes all our branding, and our funding pages for both UK-wide and Wales programmes.

- On 30 January 2019, we launched our new name and new branding, changing our name from the Big Lottery Fund to The National Lottery Community Fund / Cronfa Gymunedol y Loteri Genedlaethol. Our name, brand and whole identity have been maintained bilingually throughout this change, in line with Standard 79. This year, we have ensured that our bilingual brand and name continue to be equal in all aspects of our work.

- Since 2017, we have held training for our funded projects on how to work bilingually. We have held these in partnership with the Welsh Language Commissioner’s Hybu team and they have been a huge success. Due to the Covid-19 pandemic, we held these sessions virtually and we continue to hold these training sessions every 2-3 months on Teams and Zoom. Over the two sessions held in December and April, 35 different projects attended, and we have trained and spoken with 77 community projects across Wales. Since 2017, we have held over 20 sessions with 156 organisations from the voluntary and community sector and the private sector. We hope to hold our next session at the end of September.

- In all aspects of our work, we continue to ensure our customers receive the best possible service in both Welsh and English.

**Covid-19**

- At the beginning of the lockdown period, we made quick changes to ensure that our advice line, which was usually answered in the office, continued to offer a service to our customers from home. We continue to offer a completely bilingual advice line service to our customers and grant holders.

- Meetings with projects on funding sources have been delivered online over the past year with sessions across our three regions. We held a funding session specifically for our Welsh speaking customers which was very successful as well as sessions organised and delivered in partnership with specific organisations.
We moved to a new office in Cardiff and worked with the Facilities Team to ensure our signs are bilingual and that we continue to use Working Welsh merchandise in both offices.
Policy Making Standards

- Following a virtual meeting with the Welsh Language Commissioner’s office in 2020, one of our priorities over the coming year will be to look at our policy making standards and update them, so they correspond with the Fund’s working method.
- In January 2020, we published our new policy on the Welsh language and our grant making processes. The policy has been well received by the public and our grant holders and can be seen on our website here: https://www.tnlcommunityfund.org.uk/media/Welsh-language-in-grants-policy.pdf
- All the information about our Standards and the Fund’s compliance procedures can be seen here: https://www.tnlcommunityfund.org.uk/about/customer-service/welsh-language-scheme
- If you’d like further information about any of our Welsh language policies, please get in touch at: welshlanguage.advice@tnlcommunityfund.org.uk

Operational Standards

- As a UK wide organisation, with most of our corporate services based in offices outside Wales, this set of Standards continues to be the most challenging for us as an organisation. As a result, the deadlines for us to meet the Operational Standards were staggered over a period of 18 months to enable us to have sufficient time to meet them fully and confidently.
- Despite the challenges, we have made significant progress with the internal use of the Welsh language over the last 5 years since we started implementing the Standards, and we have successfully met them all within the given timescales.
- Our internal language prior to January 2017 was predominantly English and introducing Welsh as an internal language has been a very positive experience for many staff, based in and outside Wales. The process has enabled our
Welsh Language Team to work more closely with our HR, Procurement and IT teams, which has been a positive experience for all.

Our achievements include the following:

- 20 of our 46 staff members in the Wales Directorate speak Welsh, with four more learning Welsh. We’ve seen a large increase in the number of Welsh speakers we attract to work at the Fund over the past few years, following our close work with the HR team and our development of different ways to advertise roles.
- Staff members in Wales are required to complete a substantial online training offer known as Workplace Essentials every year. From 2018 we started offering this training in Welsh and have continued to develop the offer to include a Language Awareness module. The training package is completed by every member of staff across the UK. Since the introduction of this module, we’ve seen an increase in the number of staff who contact the Welsh Language team to ask for more information on our bilingual work and details on how to go about learning Welsh.
- We have a dedicated Welsh language page on our intranet, with more and more information being made available in Welsh all the time.
- 50% of our HR policies are available bilingually as well as our Hub where our Health and Safety policies are found.
- Our HR management system People Hub was translated recently, where staff can manage their objectives, working hours and absences. Staff will now be able to use this service in Welsh for the first time. Final tests on the system are underway, and it will soon be launched officially.
- An introduction to our Welsh Language service has always been an important part of our induction process to new staff in Wales, but since 2018, the Welsh language has become part of our corporate induction to all staff that join the Fund across the UK. Usually, we hold bi-monthly induction sessions to new staff which are held alternately in our Birmingham and Newcastle offices, but following the pandemic,
they are now held online. When a new member of staff joins us in Wales or works in a team which has a close relationship with the Wales office, such as the UK funding team, the HR or Procurement team, a specific session will be arranged on the Welsh Language with our Welsh Language Officer. Since March 2020, this induction session on the Welsh language and the Standards is held on Teams.

- Our Welsh Language Officer sends regular updates and reminders to staff on our compliance with the Welsh Language Standards throughout the year. In Wales, updates are delivered when necessary through a weekly, online meeting called 'The Huddle'. If the update is something which would be beneficial or of interest to staff across the UK, it will also be shared on our internal network, Yammer.

- Whenever we recruit new members of staff, we now ask whether applicants would prefer to be interviewed in Welsh via a question on the application form. Over the reporting period, interviews requested have been conducted through the medium of Welsh with a panel of Welsh speakers and without an interpreter.

- Every new job, be it an internal or external job, located in the Wales Directorate or where the applicant could be located in Wales, is advertised bilingually on our website, on our social media channels and on Welsh language recruitment websites. The number of Welsh speakers in the Fund has increased significantly over the last few years and we're keen for that to continue.

- During the last year we’ve developed a ‘Recruitment Checklist’ document to be used by our staff in Wales (Recruitment Managers, Welsh Language Officer) and HR staff who are responsible for the entire recruitment process. The checklist ensures that the Welsh Language is considered at every stage of the recruitment process and that information is easily passed to new members of staff on the HR team.

- We have a procedure in place where any new online systems for staff use will now be procured as bilingual systems from the outset wherever
possible, ensuring that staff can use these systems in either Welsh or English in the future.

- All our staff have access to Welsh Language awareness training and training to learn or improve their Welsh skills. Our Welsh language team also hold bespoke Language Awareness training for specific teams within the organisation when needed.

- As an organisation we’ve enrolled on Work Welsh courses which are a great resource for our staff. 3 of our staff have taken advantage of the 10 hour online sessions and some have taken advantage of the other more formal courses which are available.

- The Fund’s Translator holds weekly conversational Welsh sessions with staff who are learning the language. Four members of staff currently attend the sessions, and we hope to expand these sessions by the end of the year.

- Two of our committee members are fluent Welsh speakers and in the reporting period we have started using an interpreter for our Wales Committee meetings and funding programme committees e.g. People and Places. The agenda and presentations are available bilingually too.

- We update a bank of resources for staff to use to present bilingual communication to the public. These include email signatures, out of office messages and useful contact details for Welsh language information.

- Following our annual staff survey in June 2022, staff asked for a document with useful terms for staff to use on a day-to-day basis. We have created this document and will continue to add to it regularly. More ideas for staff resources are in development.

- We continue to make excellent progress on developing a bilingual internal ethos in the organisation and we look forward to developing the Welsh language further within the organisation over the next year.

**Record Keeping Standards**

To fulfil the requirements of the record keeping standards, we keep copies of:
• Complaints that we receive relating to our compliance with Standards - this year there were none.
• Numbers of staff who have attended training courses provided in Welsh.
• Assessments which we carry out in respect of the Welsh language skills that may be needed in relation to a new or vacant post and how many roles were advertised as needing Welsh essential or Welsh desirable skills.

**Testing our materials with customers**

• We had a positive response to our pilot testing our new funding application form for Awards for All in 2019. In August 2020 we started testing application forms for all new programmes across Britain with our Welsh speaking customers.
• To date we have tested the materials of 6 new funding programmes with 15 customers over Teams which has been a very positive experience. We also tested our new Fairness, Diversity and Inclusion questions in 2021, working with Welsh speakers in specific equality areas to do this.
• The testing has strengthened our relationship with various organisations and individuals throughout Wales and we are very grateful to them for their time. Many have also signed up to join our UK research panel, which ensures Welsh language representation of our new materials for the future.

**Results of the staff Welsh language skills survey 2021-2022**

**Number of staff**

• 34 staff members completed the survey this year.
• 3 staff members completed the survey in Welsh and 31 completed it in English.
• Of the 46 members of staff in the Wales Directorate, 20 speak Welsh and we have 4 Welsh learners.

**Staff skills**
• Most of the Welsh speakers in the Fund feel confident in their reading and listening skills but less feel as confident writing and presenting in Welsh.
• A high proportion of non-Welsh speaking staff feel they have a basic understanding of simple Welsh words and phrases, can use some familiar everyday words in Welsh and can also read some Welsh.

**Language skills for new roles at the Fund**

• The Fund operates a Language Skills Strategy which leads our work on ensuring that our workforce has the necessary skills to provide a bilingual service to the public in Wales.
• Since our last annual report in September 2021, 55 jobs across the UK were advertised bilingually, with 10 of them requiring Welsh language skills.

**Number of complaints received**

We are proud that we have not received any complaints relating to our Welsh Language Standards this year.

**Conclusion and Recommendations**

This report offered the opportunity to look back on the position of the Welsh language at the Fund in 2021-2022. We looked at Compliance Standards, Service Delivery, Policy Making and Record Keeping. We also looked at the effect of Covid-19 on our work and the results of the staff skills survey. The Fund has continued to develop the Welsh language and our bilingual services, and we are proud of the Welsh language provision we offer internally and externally.

Over the next year, we would like to prioritise the following:

• Look at the impact of hybrid working on some of our Welsh and bilingual services.
• Continue the Welsh services we offer internally and externally, to ensure we offer the best possible bilingual service.
• Develop more opportunities for Welsh speakers and learners to use Welsh within the workplace.
• Increase the number of grant applications we receive through the medium of Welsh.
• Ensure the Welsh Language Officer works closely with our Funding Officers, and any other departments where the Welsh language can be developed.
• Continue to keep the momentum of the Welsh language at the Fund by holding promotional events on occasions like Welsh Language Rights Day, Welsh Language Music Day and St David’s Day.